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Thank you for your interest in becoming a registered vendor with the Wisconsin Home Energy Assistance Program (WHEAP). The WHEAP program provides assistance to low-income households to help offset home energy costs. WHEAP includes both the federally funded Low Income Home Energy Program (LIHEAP) and the State Public Benefits Program.

Approximately 1,200 vendors are registered with WHEAP to provide various types of services to Low Income Clients in Wisconsin. Some of those services are:

- ❖ Supply heating fuels and electricity
- ❖ Furnace repair & replacement
- ❖ Budget, energy conservation & counseling
- ❖ Temporary shelter and/or housing issues

With the cooperation of the participating vendors, more than 100,000 Wisconsin households receive a yearly heating assistance benefit. Some of those clients also benefit from other services offered through our program. We look forward to your participation in the program.

The WHEAP program utilizes a WEB based Internet accessed computer system. Those of you with Internet access can visit the Energy Assistance Home Page at the following web site address:

heat.wi.gov

A new version of the WHEAP web site was released on 10/01/03. With the release there was functionality added, such as log-in screen & account number formatting. For more details on these two items, please request the vendor-training packet.

WHEAP Payment Process

Each registered fuel supplier will receive WHEAP payments directly from the State of Wisconsin for their customers who are eligible for WHEAP.

Please review the following bullet points carefully. They explain the process that is followed to make WHEAP payments to your company.

- ❖ The State of Wisconsin will generate heating/electric, and crisis assistance WHEAP checks on a weekly basis between October and May. Between June and September, WHEAP checks will be generated approximately every other week.
- ❖ Regular heating/electric/crisis heating/electric benefits checks are extracted on Wednesday evenings and will be mailed the following Monday to your company.
- ❖ Each week that there are customers of your company eligible to receive a WHEAP payment, you will receive a single check, made payable only to your company, that will include the sum totals of all payments due your company's customers for that week. A separate payment register will precede each check. The payment register will include the name and account number where the payment is to be applied, the WHEAP applicant or guardian's name, address and county of residence and the amount of the WHEAP payment to add or subtract from the account. The payment register will include a sum total of all the payments that are included on the associated check.

Payments are identified as:

HTPAY = Heating
PBPAY = Electric
CRPAY = Crisis
PCPAY = Electric Crisis
FNPAY= Furnace

Cancellations are identified as:

HTCAN = Heating
PBCAN = Electric

- ❖ Upon receipt of the WHEAP check and payment register, you must credit the customer's next monthly statement to reflect the WHEAP payment and clearly identify the payment source. The State will send notification to the client of the amount of the WHEAP payment that is being sent to your company on their behalf.
- ❖ **The local county office where the applicant applied for energy assistance must correct errors affecting the amount of the WHEAP payment. If, after reviewing a payment register, you discover any payments for customers who do not have accounts with your company, please contact the local WHEAP agency that generated that payment to report the error. In the event a payment is made to your company in error, the amount of the payment will be deducted/refunded from the next check made to your company. In the event there are more refunds due than payments, the payment register will indicate the client(s) for whom a refund is due, a negative payment amount will show on the sum total, and no check will be generated. At the end of each heating season, if there are negative balances, the State may, at its option, carry the negative amounts to the next heating season. Alternately, negative balances at the end of one heating season may be settled by payment of the amount due to the State Energy Assistance Program. In the event a crisis payment is made to your company in error, you should send a check for that amount to the Energy Assistance Bureau. Fuel suppliers whose agreements are terminated for any reason will be required to immediately refund any outstanding negative balances.**

There are three methods available for you to choose how you would like to receive the payment register. You must choose at least one of the following methods:

- If you have Internet access, it can be viewed and printed from the Energy web site at heat.wi.gov (we will provide instructions and a security clearance form with your approved vendor agreement).
- A paper copy of the payment register can be mailed to you weekly.
- If your accounts are computerized, we can e-mail you the information electronically. If you choose this option, we will utilize the e-mail address on the attached vendor agreement. A copy of the file layout that will be e-mailed may be obtained by contacting the Energy Assistance Bureau at the phone number listed at the end of this agreement.

Check the appropriate box(s) on the attached vendor agreement to indicate which method(s) you would like for receipt of your payment registers. It is allowable to select more than one option. For example, you may wish to view your payment register on-line but also have a paper copy mailed to you.

In addition to the payment process, please direct your attention to the following:

- **This agreement does not have an expiration date. It is valid until terminated by you or the Department of Administration.**
- **You must notify the Department of any changes, which occur relative to the information you provide in this agreement.**
- **You must notify the Department if your company merges with or acquires another fuel provider. Mergers and/or acquisitions may affect your company's policies and service area. A new agreement reflecting such policy changes must be submitted to the Department.**

- **There should only be one agreement for a company/corporation. If your company needs to submit multiple agreements for different geographical areas, please submit them together, as a group. We will then assign supplier numbers for your various company branches.**
- **Please be certain the person(s) in your company who will handle refunds are familiar with our refund requirements. The WHEAP Refund Policy Statement is on page 3 of the enclosed Fuel Supplier/Vendor Agreement (Form DOA-9560).**
- **Violations of this agreement could result in suspension or termination of the agreement. Infractions may result in the elimination of WHEAP payments to you as a supplier.**
- **For tax reporting purposes we require your company's legal name and Federal Identification Number on page 4 of the Agreement form.**
- **If your company does furnace repair or replacement you must provide your Heating, Ventilation & Air Conditioner (HVAC) registration # on page 4. An HVAC number can be obtained from Wisconsin Department of Commerce, Safety and Buildings at (608) 261-8500.**

WHEAP regular heating/electric assistance benefit amounts will continue to factor in related energy costs, household income and our program's funding level. Clients will be required to verify their heating/electric costs for the prior heating season as part of their application. Heating/electric costs will continue to be verified by one of the following methods, in coordination with the local WHEAP agency:

- A standard statement, letter or computer printout prepared for the individual customer on request;
- A telephone contact where WHEAP workers can obtain heating/electric cost data while taking the application;
- Include the total heating/electric costs for the prior heating season (September 1 through August 31) on statements.

In order to be an eligible WHEAP vendor you must complete and return the enclosed agreement. You must complete pages 4 and 5 of the Fuel Supplier/Vendor Agreement (DOA-9560) including your signature on page 2. WHEAP payments cannot be issued to your company until you have returned a completed, signed agreement, and the Department of Administration has approved it.

If you have any questions regarding the agreement, please call the Energy Assistance Help Desk at (608) 267-3680. Return all copies of the complete agreement to the address listed below. You will receive a copy of the fully executed agreement for your files. Forward your completed agreement and any future correspondence, including information changes relative to this agreement to:

Department of Administration
Division of Energy
101 E Wilson 6th Floor
PO Box 7868
Madison WI 53707-7868

Sincerely,

Steven K. Tryon, Director
Energy Assistance Bureau